International Students Handbook: a guide for EU and overseas students

Introduction

Welcome to Canterbury Christ Church University (also known as CCCU). We congratulate you on your choice to come here and wish you well in your preparations. Please be assured that the University has a reputation as a very friendly place, with staff who are always willing to help and give you their best advice and support. Students often comment on how nice it is to be at Christ Church, and many of our international students come back to visit us, sometimes long after they have completed their studies and returned home. We hope you will do the same, in due course.

Students getting ready to come to university, especially from overseas, often have questions about what it will be like, what they have to bring with them, and other concerns. If you have any matters that you need to sort out before you come here, and you think our staff can help, please don’t hesitate to get in touch. However, you should first read this handbook – it gives you important details about living and studying at the University, and we hope it will answer most of your questions about coming to Christ Church. It also provides you with information about the city of Canterbury and our various campuses in nearby towns.

We thank you again for your decision to come here and we wish you well in your future studies at the University.

Canterbury

Canterbury is a beautiful small city, situated in the South East of England, close to London and mainland Europe. By train, it is one and a half hours from central London and two hours from Paris. Canterbury is in the County of Kent, which is surrounded on 3 sides by the coast and its many seaside attractions. It is a tourist city of great historic and cultural importance (for example, it is famous for Canterbury Cathedral, Geoffrey Chaucer, and Charles Dickens, amongst other things) and, as a UNESCO World Heritage Site, is one of the most visited places in the UK. You can find out more about the city, its history and heritage, by visiting [www.canterbury.co.uk](http://www.canterbury.co.uk). Canterbury is also a student city, which means it has a large population of young people and a vibrant social scene.

Our other University Towns

The University has its origins, and its largest campus, in Canterbury. However, we have four other campuses across Kent. There is a small campus in Broadstairs, which is less than 20 miles away from Canterbury. Broadstairs is located on the coast, in the district of Thanet, and is well-known as a seaside town, as well as for its association with Charles Dickens. You can find out more about Broadstairs, the neighbouring resorts of Margate and Ramsgate, and the whole of the Thanet area at [www.visitthanet.co.uk](http://www.visitthanet.co.uk/).

In partnership with other local universities, CCCU opened a new campus in the district of Medway in September 2004. The district, clustered around the river Medway, comprises a
number of towns (including Chatham, Gillingham and Rochester) and is only 45 minutes by train from London. Medway has strong maritime and military connections, and history dating back to the Roman and Norman periods. The area has links with Charles Dickens, who grew up around Chatham and returned to Rochester in the latter part of his life. You can find out more about Medway at [www.medway.gov.uk/tourism](http://www.medway.gov.uk/tourism).

The University’s latest development is in a seaside town, on the south east coast about 15 miles from Canterbury, where you will find the University Centre Folkestone. Folkestone is undergoing considerable regeneration, and much of this is being driven by the ‘Creative Foundation’, a charity which aims to develop a creative community in the area. Consequently, Folkestone is becoming known for the ‘Creative Quarter’ and its arts, music and cultural activity. You can find out more about Folkestone at [www.discoverfolkestone.co.uk/](http://www.discoverfolkestone.co.uk/).

The University has another small campus (the Salomons Centre), located at the former country home of the Salomons family in Southborough, near Tunbridge Wells. This campus is in the west of Kent, south of London and about an hour away by train. The campus is home to the Salomons Museum and the world-famous Welte organ. ‘Royal’ Tunbridge Wells lies at the heart of one of the most scenic and beautiful stretches of countryside in England. In Georgian times it was a popular spa town which gained a reputation as the place to see and be seen amongst royalty and fashionable members of the aristocracy. You can find out more about this area at [www.visittunbridgewells.com/](http://www.visittunbridgewells.com/).

### About the University

The University is named after Canterbury Cathedral, the actual name of which is Christ Church Cathedral.

In Canterbury, the University has a city centre campus, and a business and enterprise centre just on the outskirts. It is a compact and very welcoming campus, partly inside the ancient walls of the precincts to Saint Augustine’s Monastery, and only five minutes’ walk from the main shopping area and the Cathedral. The Canterbury Campus has the biggest range of programmes and is well known for its Business School, Arts and Humanities (including Music and Media), Education, Health and Social Care, and Sciences programmes.

Broadstairs has excellent music studios and offers programmes in Commercial Music and Music Industry Management. It also specialises in a range of Business Studies programmes, as well as photography. Folkestone is home to the University’s Art and Performing Arts and Dance programmes, whilst the Medway campus offers health and social care programmes, as well as Early Childhood Studies. The Salomons Centre has Masters and Doctoral programmes in Clinical Psychology as well as consultancy services in the areas of leadership, management and organisational development.

The University is state-funded and welcomes students from all backgrounds, faiths and beliefs. We aim to offer all students opportunities for cultural and creative activities, sport and recreation, fellowship and service to the community. The University has connections with the Church of England, and our Chancellor is the Archbishop of Canterbury. Our graduation ceremonies are held in the splendour of Canterbury and Rochester Cathedrals. You can find much more information about the University by visiting us at [www.canterbury.ac.uk](http://www.canterbury.ac.uk) and clicking on the ‘study here’ link.
Our Students

In total, there are around 15,000 students who study at CCCU and almost half of these are on part-time programmes. About 40% of our students are aged under 25, and about two-thirds of them are from the Kent area of England, so already live near the University. The total number of international students is about 700 - about half of these are from EU countries and the rest are mainly from Asia, Africa and North America.

Help and support

The University has dedicated staff who provide a range of support and guidance services to all our students. Our International Student Adviser, Laura Spencer, provides specific help for EU and overseas students – for example, opening a bank account, registering for health care, looking for a part-time job, as well as immigration and visa advice. Why not watch our short video designed to introduce international students to Canterbury and the University – you can see it at www.canterbury.ac.uk/international/canterbury-life-vid.asp.

You can find out about other services in our Department of Student Support and Guidance by visiting www.canterbury.ac.uk/support/student-support-and-guidance/, and we also have some useful information to help prepare you for coming to the University – take a look at www.canterbury.ac.uk/about/general/student-life.asp to find out more about ‘Student Life’.

The University’s Chaplaincy team offers a warm welcome to international students, and can provide pastoral support and, if you have religious beliefs and you wish to practice your faith whilst at the University, links to local faith communities. You can find out more about the Chaplaincy by visiting www.canterbury.ac.uk/about/chaplaincy/.

There is also a Students’ Union (SU) at CCCU. The SU is an organisation independent of the University, which is run by students for students. They provide a range of services to help and support students, and are involved in organising social and sporting activities. The SU also represents the views of students to the University. You can find out more about them at www.ccsu.co.uk.

Please be assured that we have a range of dedicated staff who are here to help you settle in to student life in Canterbury.
How will I get to CCCU?

It is easy to get from the main London airports to our campuses. If your transfer arrangements are included in your ‘Study Abroad’ package, then arrangements will have been made by your programme organisers to get you from your arrival airport to the University. If you are making your own arrangements to come to CCCU, this is not difficult and you can travel by a variety of means.

By Taxi
If you would like to pre-book a taxi from the airport then we suggest that you use Chestfield Cars (www.chestfieldcars.co.uk). As a rough guide, you can expect to pay £80 for a taxi from Heathrow to Canterbury, and you would pay the Chestfield Cars’ driver in cash for this. If you are travelling to our Salomons campus, you can arrange airport transfers from www.aandasolutions.co.uk/, at a cost of around £70 from Heathrow. For Medway campus, you can arrange airport transfers with www.airportconnections-medway.co.uk, at a cost of around £75 from Heathrow. (NB costs are based on 2008 figures)

Warning! You should NEVER use a taxi from the airport without pre-booking it and knowing the price of the journey in advance. It can cost you about 4 times more to simply get in an airport taxi and come to the University without pre-booking it.

By Train
From any London airport, you need to go to one of the main London railway stations to catch trains to our campus towns. From London Gatwick, take the Gatwick Express train to Victoria railway station (30 minutes, departs four times each hour). From London Heathrow take the Tube to Victoria railway station (50 minutes) or to Charing Cross railway station (55 minutes). From London Stansted, take the Stansted Express train to Liverpool Street railway station (45 minutes, departs four times each hour).

You can easily travel between railway stations in London using the Underground (also known as the ‘Tube’) – see www.tfl.gov.uk/assets/downloads/Standard-Tube-map.pdf for a useful map of all the underground stations.

You can travel to our campuses from various London railway stations. Consult the details below and use the journey planner at www.traintimes.org.uk to organize your travel.

- Canterbury has two separate railway stations – Canterbury East and Canterbury West. Trains to Canterbury leave from Victoria to East (1hr 35mins), or from Charing Cross to West (1hr 30mins).
- Trains for the Medway campus leave from Victoria to Gillingham (50 minutes).
- Trains to Broadstairs leave from Victoria (1hr 50mins).
- Trains for Salomons leave from Charing Cross to Tonbridge/Tunbridge Wells (40 minutes).
- Trains to Folkestone leave from Charing Cross (1 hr 40mins).
By Bus
If you prefer, you could travel by bus (coach) from the airport to London Victoria Coach Station. There are then direct services to Broadstairs (2hrs 40mins), Canterbury (2hrs), Folkestone (2hrs 40mins), Gillingham (1hr 30mins) and Tunbridge Wells (1hr 30mins). You can also travel directly from London Airports to Canterbury. For full details of the schedules and fares, you should consult [www.nationalexpress.co.uk](http://www.nationalexpress.co.uk).

To help find your way to CCCU from the local railway and coach stations, you should go to [www.canterbury.ac.uk/About/Maps/index.asp](http://www.canterbury.ac.uk/About/Maps/index.asp) for details of all our campus maps.

By Car
If you live close enough to the UK to travel by car to CCCU, you will need to think about what you will do with your car once you are at the University. There are few, if any, places to park a car at our University residences, and little or no student parking on our actual campuses (except for disabled ‘Blue Badge’ holders, and at Salomons). Check with the Accommodation Office (see the FAQs at [www.canterbury.ac.uk/support/accommodation](http://www.canterbury.ac.uk/support/accommodation)) to find out what the parking arrangements are where you will be living.

Canterbury especially, is not a car-friendly city. If you do come with a car you will have to apply to the City Council for a permit to be able to park in the neighbourhood where you live. It is not easy to get a permit and they can be expensive, and they do not guarantee you can park near the University – this may cost you even more! Unless it is absolutely necessary, we would advise that you do not use your car to come to the University.
Where will I live when I come to University?

This will depend very much on whether your ‘Study Abroad’ organiser (if your programme has one) has made arrangements for you to live in University accommodation as part of your studies, whether you want to find your own accommodation, or whether you would prefer to rent a room in the University residences. **Students staying in University accommodation will have already received written details confirming this. Please refer to correspondence received from the Accommodation Office and/or the International Office.**

**University Accommodation**

The University has a wide range of excellent accommodation, with rooms of varying sizes and at differing prices. Many of our students love to stay in University accommodation and are very happy there. However, it is not suitable for everyone, and you may wish to consider whether the residences available will suit your individual needs, circumstances and your budget. The Accommodation Office will be happy to discuss this with you. If it is agreed that University Accommodation is for you, then there are several options available.

i. **Self-Catered Accommodation**
   The University can offer you a single room in a house or flat, sharing kitchen and bathroom facilities. Some of our houses and flats have their own shower/toilets (en-suite). In Canterbury, Folkestone and Medway, self-catered residences are situated off campus, but within walking distance; in Broadstairs they are on site.

ii. **Catered Accommodation**
   You may, however, prefer catered Halls. This type of accommodation is only available on the Canterbury campus. These Halls do not have a kitchen where you can cook your own meals, so your rent includes money to use in the University Food Court.

**Privately-rented Accommodation**

University accommodation is not suitable for everyone. For students who would prefer a place to live in the private sector, the Accommodation Office keeps a list of landlords who have been accredited under the Canterbury City Council Scheme, or who offer student accommodation local to our other campuses. You are recommended to look at the ‘Private landlords List’ at [www.canterbury.ac.uk/support/accommodation/](http://www.canterbury.ac.uk/support/accommodation/) in order to find those landlords who have registered with us. (Please note, that the University does not necessarily endorse these landlords and you sign a contract with them at your own risk).

If you think you will want to have privately rented accommodation, you should not book University accommodation in the first instance. If you want to have a base from which to look for private rental accommodation, you can ask the Accommodation Office to try and arrange a short stay with a ‘homestay family’. For further information, go to [www.canterbury.ac.uk/support/accommodation/prospective-ug-students/alternative.asp](http://www.canterbury.ac.uk/support/accommodation/prospective-ug-students/alternative.asp). Or you can book yourself a hostel or guest house – the Accommodation Office will be able to advise you, or you can easily do this for yourself by searching on the internet. The Accommodation Office may also be able to offer you some accommodation on a short-stay basis – please contact them if you would like to discuss this. Privately rented
accommodation is also advertised in the local newspapers, as well as on various noticeboards around the University. In addition, there are many letting agencies in the locality of our campuses, and they are likely to have student accommodation available.

Getting your University accommodation organised

If your accommodation is being arranged as part of a ‘Study Abroad’ programme, then your organiser will have liaised with the University and made an accommodation booking on your behalf, so you needn't apply for your own place.

If you are making your own arrangements, the University has an Accommodation Office to help you find the right place to live, so that you can settle in quickly and make the most of your studies and life as a student here. To find out more, you should visit www.canterbury.ac.uk/support/accommodation.

If you want a place in University Accommodation, you have to apply for it by completing the online application form, which you can easily access from www.canterbury.ac.uk/support/accommodation/, or you can email the Accommodation Office at accommodation@canterbury.ac.uk to request an application form. You need to do this before 31 July (of your year of entry), otherwise the Accommodation Office cannot guarantee to find you a place in our University residences. You can book your accommodation once you receive an Offer Letter from the University, but your booking can only be confirmed once you have received an Unconditional Acceptance Letter.

You will then receive a contract for your accommodation. If English is not your first language, you are advised to ask someone competent in the language to help you read and fully understand the contract. You must sign and return the contract within the time stated, together with any fees that are due – otherwise you will lose your accommodation offer.

If you are applying through UCAS, and you only put Canterbury Christ Church as your ‘insurance offer’, we regret that we cannot guarantee you a place in our accommodation and can only consider your request once we know you are coming to study here.

What will it cost me as a student?

Rental costs for a place to live

i. University Accommodation

The cost of University accommodation varies according to its type and the room-size. Some students - for example, those on ‘Study Abroad’ programmes - will have the cost of their accommodation included in the price of their programme.

Details of accommodation costs are shown on the Accommodation Application Form, available from www.canterbury.ac.uk/support/accommodation/. As a rough guide, prices vary from about £80 to £90 per week, depending on the size of room, type of accommodation (e.g. if it has an en-suite private bathroom and toilet, or shared facilities), and what is provided (e.g. whether it is catered or self-catered, include electricity charges or not, etc). You will pay more for a large room, in accommodation with private bathroom
and toilet, than for a smaller room in catered accommodation with shared facilities. The usual accommodation contract for a year is 39 weeks (although this will vary according to your programme of study) and not a full calendar year.

You need to know that there are certain important rules that apply to accommodation charges should you wish to leave University accommodation before the end of the contract. These include:

- In the first two weeks you can choose to leave the accommodation if you have a legitimate complaint about it. This is called the ‘cooling off period’. If you do leave, then you only need to pay for the days you have spent in the accommodation. You are not able to reclaim the £100 Booking Fee;

- If you break the contract and leave after two weeks but before the end of the seventh week, you must pay 50% of the charges for the first term of accommodation;

- If you break the contract and leave after the seventh week, then you must pay for the whole of term one (one third of the full contract);

- If you break the contract and leave after the first term, then you must pay for the whole period of your contract.

To help avoid paying money for your room when you no longer need it or no longer live there, you may be able to get another student to take over your contract. The Accommodation Office may be able to help with finding someone who will do this, as they are sometimes aware of other students who are looking to move in to University Accommodation.

Before choosing University accommodation, you should always make sure it meets your individual requirements, and you must be sure that you will be able to afford it for the full academic year (i.e. the period of your accommodation contract).

ii. Privately-rented Accommodation

In the private sector, rents vary according to the size of the property, its location and your willingness to share with others. Private landlords will invariably ask for a deposit (which should be registered under the new ‘tenancy deposit scheme’ – details are available from [www.direct.gov.uk/en/tenancydeposit](http://www.direct.gov.uk/en/tenancydeposit)) as well as for rent in advance, and they will often require you to provide a guarantor in the event that you do not pay your rent.

Please note that accommodation in Canterbury is more expensive than in the other towns where the University has its campuses (for example, Folkestone and Broadstairs).

Once you have signed a contract for privately-rented accommodation, you are bound by that contract until the end date. If you move out early, or wish to leave and live somewhere else, you are likely to still have to pay your rent. Failure to do this may mean that the landlord will take you to court to recover any money that you may still owe to them.
Paying for Your Accommodation

If your accommodation is included in the cost of your ‘Study Abroad’ package, then you do not have to pay any further fees to stay in University residences.

If you have booked your place to stay with the Accommodation Office, then you can choose to pay all the accommodation charges in advance of coming to the University. If you do this, you will be credited with £250 (based on 2008 figures) onto your University Student ID card, and you can then use this in the University food outlets - for example, in the Food Court.

Details of how to pay for your accommodation charges in instalments by direct debit are given in your contract and are outlined in the Student Debt Policy. To see this policy, just type ‘F400’ or ‘Student Debt Policy’ in to the search facility at www.canterbury.ac.uk. You will need to make sure you know how much you will have to pay (by bank transfer) in advance of coming to the University. Your contract details will show this, but you can always check with the Accommodation Office if you are in any doubt. Please remember that if you do not pay these charges in advance, you will not be able to move in to your accommodation and you may lose your place in the University’s residences altogether.

Please note that there is a non-returnable Accommodation Booking Fee that you will need to pay with the first instalment of your accommodation charges.

If you are paying your rent to a private landlord, you will need to make your own arrangements for how you are going to do this. They are likely to want you to pay in advance or termly by direct debit from a UK bank.

Your Living Expenses

As well as what you spend on rent, your main expense is likely to be your weekly shopping bill, especially for food. If you are in self-catered accommodation, and able to do your own cooking, we estimate you will need between £30 and £35 per week for food. Canterbury has many supermarkets and you can choose to shop at the cheaper ones, such as Netto, Lidl or Aldi, to help save on your food bill. There are also supermarkets close to our campuses in Broadstairs and Folkestone, and main shopping centres in the Medway towns as well as Tunbridge Wells. You should estimate that food costs will be about £1,365 for a 39-week academic year, but this will depend very much on how careful you are with your spending. If you decide to eat in the University catering outlets, you are likely to spend more money than if you cook for yourself, as a meal at the University can cost between £3-£4.

In addition to your food, you will need to budget for clothes, entertainment, the cost of books for your studies, and any travel (including trips back home) you plan to do whilst you are at the University. You need to restrict your spending on these items to what you know you can afford, based on your savings and your income as a student over the period of your studies.

Remember, if you have not already paid for ‘tuition fees’ in the cost of your ‘Study Abroad’ package, you will need to pay these as required, or otherwise apply for a Tuition Fees Loan from the Student Loans Company (eligible EU students only) - so make sure that you include these in your budget planning.
To give you a rough idea as to the monthly costs for a student paying to stay in self-catered University accommodation, the Student Advisers (Financial Support) have provided the following guidelines. The true amount of your monthly spending will, of course, be determined by your lifestyle and spending habits. This budget only includes your ‘essentials’ and does not take account of ‘one-off’ spending on things like your accommodation deposit, your student life-style and entertainment, presents and souvenirs, travel to and from your home country, as well as trips around the UK.

A rough guide to monthly expenses (based on 2008 prices)

<table>
<thead>
<tr>
<th>ITEM</th>
<th>APPROXIMATE COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENT (in University accommodation)</td>
<td>£310 - £400</td>
</tr>
<tr>
<td>FOOD</td>
<td>£130 - £155</td>
</tr>
<tr>
<td>CLOTHING</td>
<td>£30</td>
</tr>
<tr>
<td>LAUNDRY</td>
<td>£10</td>
</tr>
<tr>
<td>HEALTH</td>
<td>£10</td>
</tr>
<tr>
<td>STUDY COSTS 2</td>
<td>£30</td>
</tr>
<tr>
<td>DAY-TO-DAY COSTS</td>
<td>£30</td>
</tr>
<tr>
<td>TELEPHONE</td>
<td>£15</td>
</tr>
<tr>
<td>EMERGENCIES</td>
<td>£5</td>
</tr>
</tbody>
</table>

Total Approx £570 - £685

1. You may find cheaper accommodation in the privately-rented sector, especially if you are prepared to share with others
2. The books for some programmes can be very expensive, and you will be able to reduce these by sharing with other students

For a much more comprehensive assessment of your income and expenditure as a student, you need to undertake a full budget review. You can do this using the ‘International Student Calculator’, which will help you plan and manage your money for your studies in the UK – the calculator is available at www.studentcalculator.org.uk/international.

Will I be able to find work?

Most students have to work part-time during their studies and also full-time during the vacation time, in order to financially support themselves. In addition, many international students also work and do volunteering to help make new friends outside of the University and to improve their English. Firstly, you need to find out about the requirements for working in the UK. Go to www.direct.gov.uk/en/Employment/Employees/StartingANewJob for information on who needs permission to work, and look at what it says for students.

If you come from the EEA, you will need to be aware of any conditions that apply to you in respect of working in the UK. Please see the Appendix entitled: Working for EEA Nationals for further details.

If you come from outside the EEA, you will need to read the Appendix entitled: Working for non-EEA Nationals.
Many of the part-time job vacancies tend to be in the service sector, such as shop work, supermarket checkouts/shelf-stacking, cleaning (for example, at the local hospital), bar and restaurant work (for example, serving and cooking). There are also some job vacancies at the University - for example, working in the Library or the Food Court. In the summer there is work on the local farms in the area - for example, picking fruit and vegetables.

Jobs are advertised in the local newspapers and through the online University JobShop at www.canterbury.ac.uk/jobshop. Many shops and restaurants advertise vacancies in their windows. There is a lot of competition for jobs among students, but generally you will be able to find work, if not immediately. The UK is quite flexible with its part-time working arrangements and many students do find they can fit some work in around their study each week. The University recommends that you do not work more than 15 hours per week during term time, as more than this could seriously affect your performance in your studies – which is, after all, the reason for being here.

To get a job it is very important that you have a good CV, that you have the correct Home Office forms (if you need them), that you have good, confident spoken English. You need to remember that most employers will be looking for someone who is enthusiastic, and who has a positive and helpful manner.

For more detailed and useful information on jobs, as well as advice on finding work and volunteering opportunities, you should go to www.canterbury.ac.uk/careers. Here, you will also find information especially designed to help ‘International Students’ – use the link on the left-hand side of the page.

Useful Information

i.  Your money

If you are coming from outside the EU, you may be asked for evidence of financial support (enough to cover your living expenses) when you first arrive at UK Borders and Immigration. It’s a good idea to have with you photocopies of bank statements, a letter from your sponsors etc, to prove your financial viability. The University provides additional instruction on ‘Immigration Procedures and Evidence’ together with your Acceptance Letters for the University. If you are coming here on a ‘Study Abroad’ package, your programme organiser will be able to advise you about this. For further details, please refer to http://www.canterbury.ac.uk/support/student-support-services/students/international-student-advice/index.asp

Once you are here, you will need access to enough money to cover the period of your stay. Paying for your rent must be a priority. It is easier to budget if the cost of your accommodation is included in your programme package (as it is for some ‘Study Abroad’ programmes, and you need to remember to adjust your spending to the amount of money you have available for the duration of your studies – so budgeting and careful money management is essential. If you need help with this, contact the University’s Student Advisers (Financial Support) or visit their pages and use the budget planner to help you work out how much money you have to spend (look under the ‘General Information’ section at www.canterbury.ac.uk/support/student-support-services/students/finance/).
If you are staying at the University for more than 6 months, then we will be able to provide you with documents that can help you to open a UK bank account. You will receive information about this during the induction period when you first arrive at Canterbury Christ Church.

Most banks are open from 09.00 until 17.00 on Monday to Friday; on Saturdays the hours vary but are often from 09.30 until 16.00 hours. All the main banks will change money for you, as will some travel agents and the Post Office. There are lots of ATM machines available in the towns where we have campuses. You will often find these at supermarkets as well as at the local banks.

To cover your immediate needs, we would advise that you bring about £100.00 in cash (as well as the money to cover the cost of your travel to the University), as you may not have immediate access to local banks or travel agents to cash travellers cheques or make use of your credit card at ATM machines.

If you are not familiar with UK currency, you can find some very useful information, and a simple currency converter, at [www.milesfaster.co.uk/information/uk-currency.htm](http://www.milesfaster.co.uk/information/uk-currency.htm).

ii. Your health

For students based in Canterbury, the University has an agreement with a local doctor (also called a General Practitioner, or GP for short) at the Canterbury Health Centre, close-by to our campus and near to some of our student accommodation. The International Student Adviser will provide you with the necessary form to enable you to register with this, or any other, GP. For students at other campuses, the i-zone will be able to advise you of GPs who are close to where you live.

The arrangements for seeing a GP will vary according to your length of stay at the University, whether or not you are from an EU country and are eligible for ‘free’ treatment on the National Health Service (NHS).

If you are studying at the University for 6 months or more, you will be able to register with an NHS GP, and have an appointment without payment. You will, however, need to pay for any medication that is prescribed.

EU students should obtain their European Health Insurance Card from their own country. This card entitles you to receive treatment in the UK in accordance with the conditions set out for the use of the card.

Overseas students should ensure that they have all the necessary medical insurance cover that they require for the period of their stay in the UK.

Please note that charges apply for dental treatment and at the opticians and, depending on the extent of the treatment, this can be expensive. For this reason, we recommend that you have a full check-up before you leave your home country to come to Canterbury.

For students who do not wish to use the NHS for their health care, there are alternatives available, often locally. For example, there is a traditional Chinese Medicine Centre close to
the campus in Canterbury. However, students wishing to use such alternatives will have to make their own private arrangements with these doctors and therapists.

iii. The 'Common Cold'

The common cold is caused by a virus that irritates the nose and throat, causing sneezing and coughing. It is a very common illness in the winter months. There is no effective cure for the common cold. However, getting plenty of rest, and drinking plenty of non-alcoholic fluids and fruit juices, will aid recovery. A cold will usually pass after a few days. However, if symptoms get worse, or the cold lasts for a long time, you should consult your GP.

Many British people continue to work or attend classes when they have a cold. You may recover more quickly, and reduce the risk of passing on the virus to fellow students, if you stay in bed and do not attend classes until you are feeling better but you must tell your tutor that you are ill.

iv. Influenza (swine flu)

Swine flu is a respiratory disease, caused by a strain of the influenza type A virus known as H1N1. The University is closely monitoring the situation regarding the swine flu outbreak and has policies in place to minimise the risk of infection.

The symptoms of swine flu are similar to the symptoms of regular seasonal flu and include fever, fatigue, lack of appetite, coughing, sore throat, pain in muscles and joints, headache and chills. Some people with swine flu have also reported vomiting and diarrhoea. Swine flu can be caught through close contact with another infected person. ‘Close contact’ has been defined as ‘within one metre for at least one hour’, and typically means that swine flu can be passed between people sharing the same household.

It takes between three and four days after exposure and infection for symptoms to appear. As with any sort of influenza, the severity and duration of symptoms will vary depending on treatment and individual circumstances. Most cases reported in the UK to date have been relatively mild, with those affected starting to recover within a week.

All University staff and students are advised to take normal hygiene precautions. These include: covering your nose and mouth when coughing or sneezing, using a tissue when possible; disposing of dirty tissues promptly and carefully; washing hands frequently with soap and water to reduce the spread of the virus from your hands to face or to other people.

The advice to students who are concerned that they may have swine flu is to stay at home and access the National Pandemic Flu Service[2].

If you are not online, the service is available by calling 0800 1 513 100 (minicom 0800 1 513 200).

However, you should phone (not visit) your GP or NHS Direct on 0845 4647 if:

- you have a serious underlying illness
- you are pregnant
• your condition suddenly gets much worse
• your condition is still getting worse after seven days.

You must also inform the University.

If you are diagnosed with swine flu, you should: stay at home; inform family and friends about your illness and provide them with regular updates on your condition; drink plenty of fluids; cover your nose and mouth when coughing or sneezing, using a tissue when possible; dispose of dirty tissues promptly and carefully – bag and bin them; wash your hands with soap and water frequently and thoroughly; take any medicines recommended by your GP or NHS Direct.

Further information about swine flu can be obtained by visiting the following websites:

• National Pandemic Flu Service[6]
• Health protection Agency (HPA): 0800 1513 513 or www.hpa.org.uk[5]
• NHS Direct: 0845 4647 or www.nhsdirect.nhs.uk[6]
• NHS: Important information about swine flu[7]

World Health Organisation: www.who.int/en[8]

v. Your Personal Belongings

If you are living in University residences under a contract with us, your possessions will be automatically protected by Endsleigh insurance as part of your accommodation package. This insurance cover is for the basic possessions of your room. If necessary, you can extend your cover to include possessions such as a bicycle or a mobile phone - contact Endsleigh directly to do this by visiting www.endsleigh.co.uk/. Further details are in the policy document that is provided by the Accommodation Office.

If you are in privately-rented accommodation, you will need to take out your own insurance policy to cover your personal possessions for loss, theft or damage. You can do this by contacting Endsleigh, or any other insurance company that provides cover for students.

Please be advised NOT to bring valuable and/or irreplaceable objects (including precious jewellery) with you when you come to University and live in student accommodation. Make sure you have adequate insurance cover for the belongings you do bring with you. Canterbury Christ Church University accepts no liability for the loss, theft or damage of any of your personal possessions.

vi. Your Personal Safety

Whilst Canterbury is classified as a city, it is relatively small and has all the characteristics of a medium-sized town. Similarly, our other campus towns are relatively small by UK standards, and all are reasonably safe, with relatively low crime rates. However, nowhere is totally safe if you behave in ways that make you vulnerable. You will be given useful advice about your personal safety during your induction period at the University, but in the meantime, you are advised to visit the following website provided by the British Council - www.educationuk.org/downloads/safety_1st.pdf. It provides some very helpful
information on looking after yourself and your belongings, details of certain UK laws, as well as some useful links to other websites.

**Helen Joyner** is the police community support officer for the university. Helen can be contacted on either 07772 226191, 56395@kent.pnn.police.uk or messages can be left at the university reception. All students are welcome to contact Helen with any concerns they may have about personal safety.

**vii. Your Internet and Telephone**

Every student who comes to the University is given a computing account with us. At your welcome and registration events, you will be given information about how to activate your computing account, and this will give you access to Microsoft Office applications, including the internet and email. You will also be given an email address, in the form of ‘abc123@canterbury.ac.uk’ (where abc represents the initials of your name, and is followed by a number determined by how many other people at the university have the same initials). The University uses this address to correspond with you over important matters to do with your studies, and you are encouraged to check it regularly. You can, of course, give this address to your friends and family so that they can email you at the University. You will also be able to access any web-based email account that you already have, so you can still send and receive emails to that address.

Internet connection is provided in most University student residences, at no additional cost and the University also has wireless computing (WiFi) zones at its campuses. For further information, please visit the Computing Services web pages and their FAQs at [www.canterbury.ac.uk/support/computing-services/Wireless/wireless-faq.asp](http://www.canterbury.ac.uk/support/computing-services/Wireless/wireless-faq.asp).

You may wish to bring your own mobile (cell) phone with you when you come to CCCU. If you do this, make sure you check with your network provider that the phone will work from the UK. However, if you want to buy a UK Sim-card once you are here, there are a number of different network providers to choose from and you can easily find the best package to suit your needs, by visiting the shops in our campus towns.

**viii. Your Electrical Appliances**

Our electricity runs on 240-volts and plug sockets have 3 flat pins. Some appliances from your country might not work safely and well at 240 volts, and you should make sure you check this before you pack any electrical items to bring with you to University. You also need to make sure that you have appropriate plug adaptors – if you don’t already have these, it’s probably easiest to buy them at the airport or once you arrive in the UK.

Students often bring their lap-tops and other electrical appliances with them to University, but if you are living in our residences, make sure you comply with the necessary safety requirements that are outlined in your accommodation information. Importantly, make sure your appliances are in good working order and safe to use and do not overload the supply in your room by using too many electrical items.